

## **SLIDE PRESENTATION--MONTHLY CUSTOMER SATISFACTION SURVEY**

The following slides provide a summary of data and an overview of the results of the Monthly Customer Satisfaction Survey (CSS). The slides are arrayed by calendar year starting with April 1997, the first reporting period for the CSS. The measures employed are explained below and each set of slides is preceded by a short explanation of the results.

- *Satisfaction with Access* addresses the extent to which beneficiaries are satisfied with their access to care (e.g., the ease or difficulty in making an appointment, office wait time, the amount of time they have to wait to obtain an appointment, their ability to obtain a referral, etc.).
- *Satisfaction with Quality* addresses beneficiaries overall perception of the quality of care (e.g., if they were satisfied with the outcomes of their care, how thoroughly they were treated, if the care met their needs, if procedures and tests were explained).
- *Satisfaction with Interpersonal Relationships* addresses the friendliness and courtesy of clinic staff; the amount of time the doctor spent with the beneficiary, the attention given to what the beneficiary had to say/personal interest, whether or not the beneficiary received advice on prevention, etc.
- *Overall Satisfaction with Medical Care* is a composite score, drawing from several questions on the CSS questionnaire which correlate highly with medical care satisfaction (e.g., access to care, referral for specialty care, and office wait time).
- *Overall Satisfaction with Clinic* is a composite score, drawing from several questions on the CSS questionnaire found on both the Quality and the Interpersonal dimensions; these questions correlate highly with clinic satisfaction (e.g., outcomes of care, overall quality of care received, explanations of procedures and tests, amount of time with Dr. and staff).

## **MHS Satisfaction Ratings**

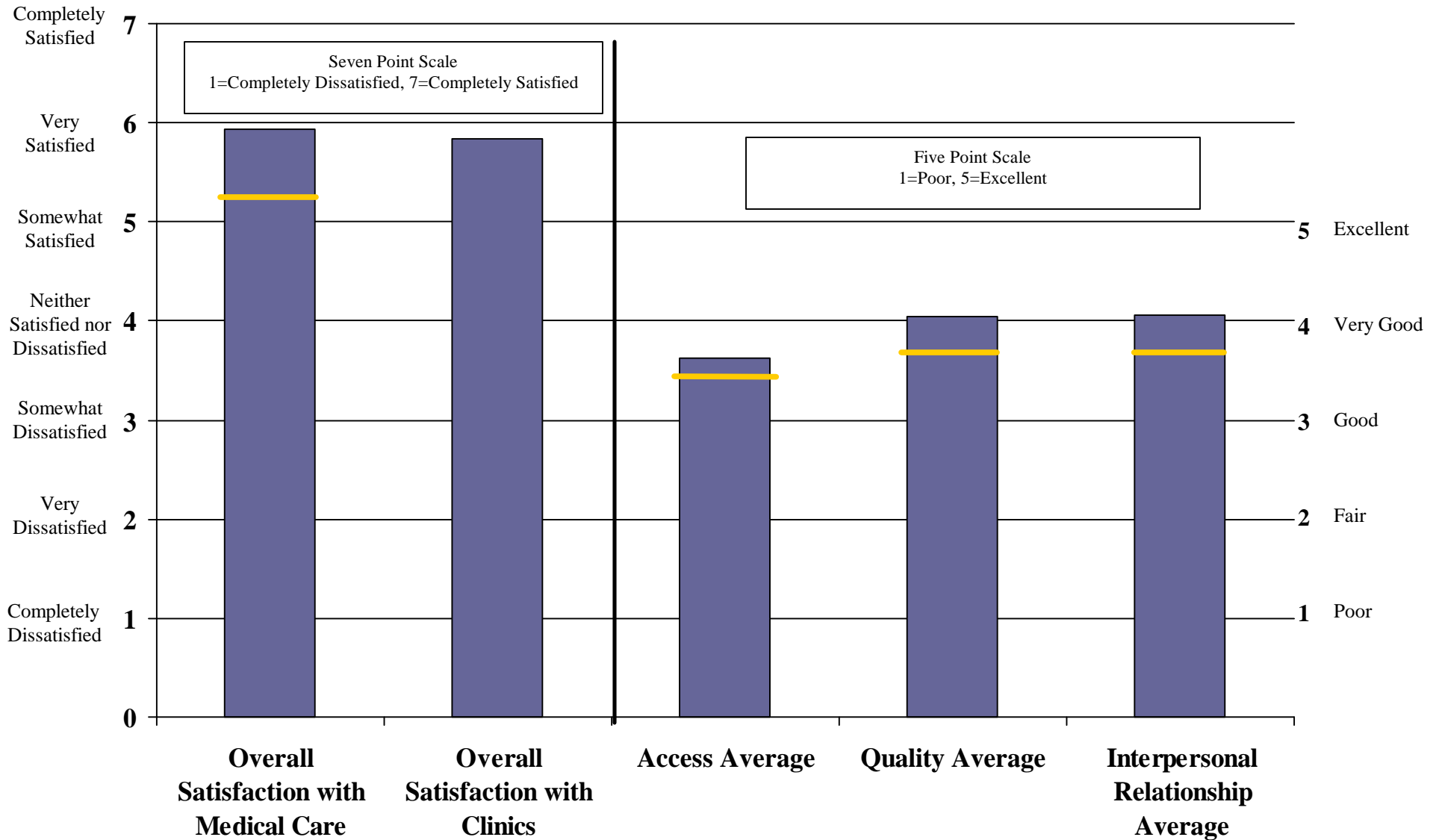
These slides provide a summary of MHS performance from the inception of the survey in April 1997 through October 2001.

Left side of chart--The results show that on a seven-point scale, overall satisfaction with medical care is high (near and/or at six on a seven-point scale), exceeding the civilian HMO average. There is no civilian benchmark for overall satisfaction with clinics but the MHS performance is high (near six on a seven-point scale).

Right side of chart--The MHS exceeds the civilian average relative to satisfaction across all three dimensions, Access, Interpersonal Relationship and Quality, with Access receiving the lowest score. However, Access scores are still above the civilian average.

# MHS Satisfaction Ratings

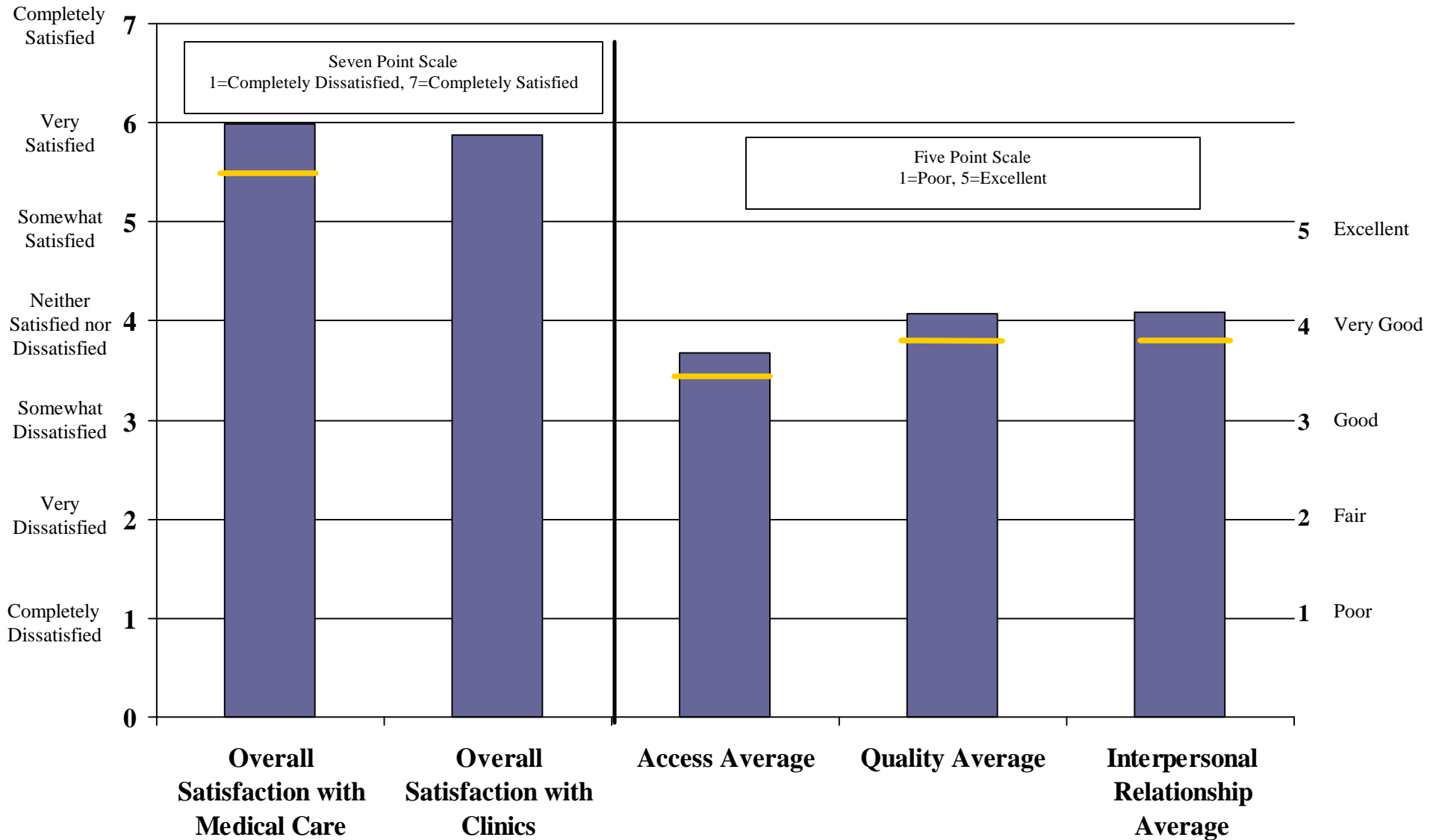
## January 2001-October 2001



Source: Customer Satisfaction Survey, Jan-Oct 2001.

# MHS Satisfaction Ratings

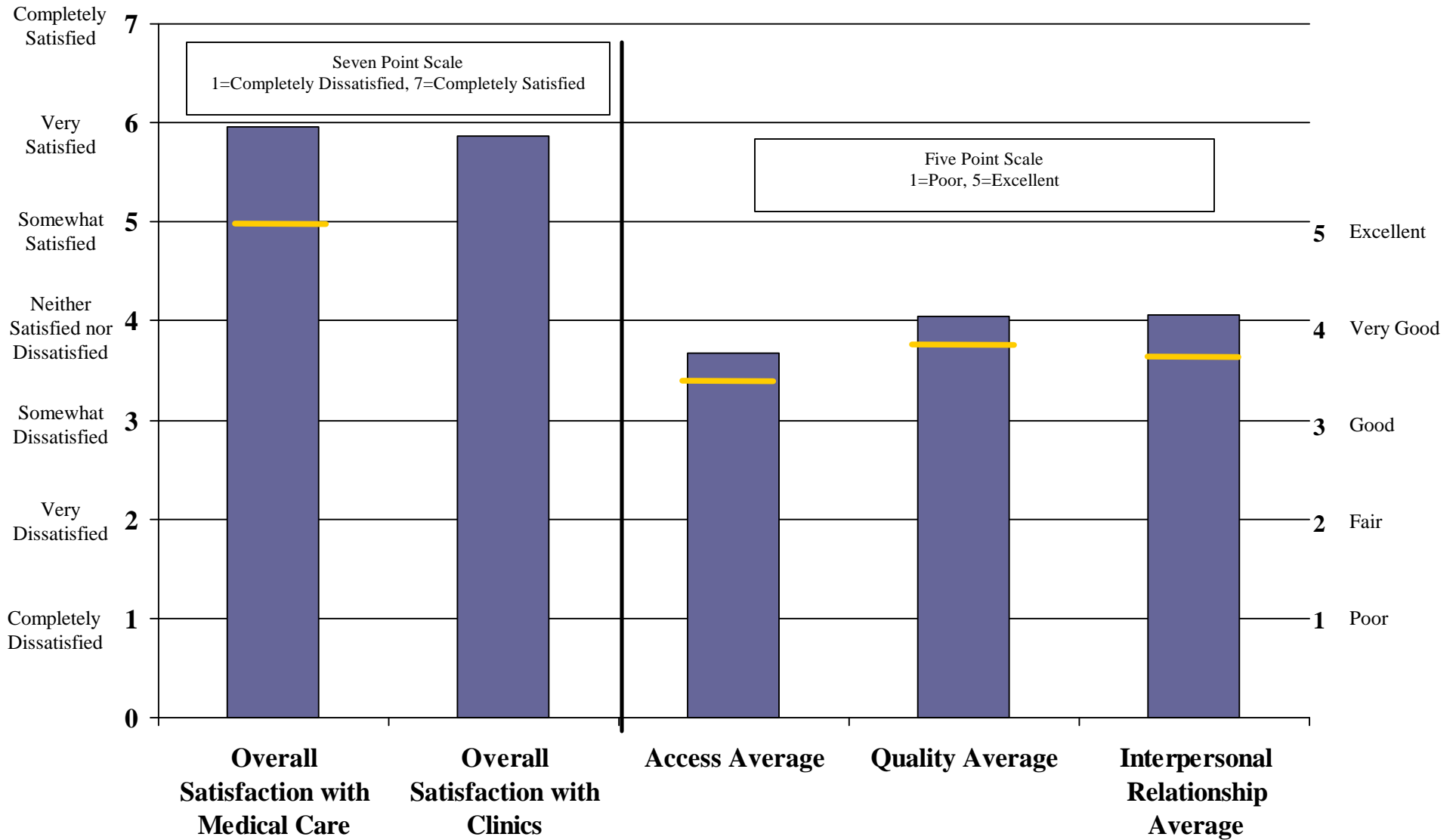
## January 2000-December 2000



Source: Customer Satisfaction Survey, Jan-Dec 2000.

# MHS Satisfaction Ratings

## January 1999-December 1999

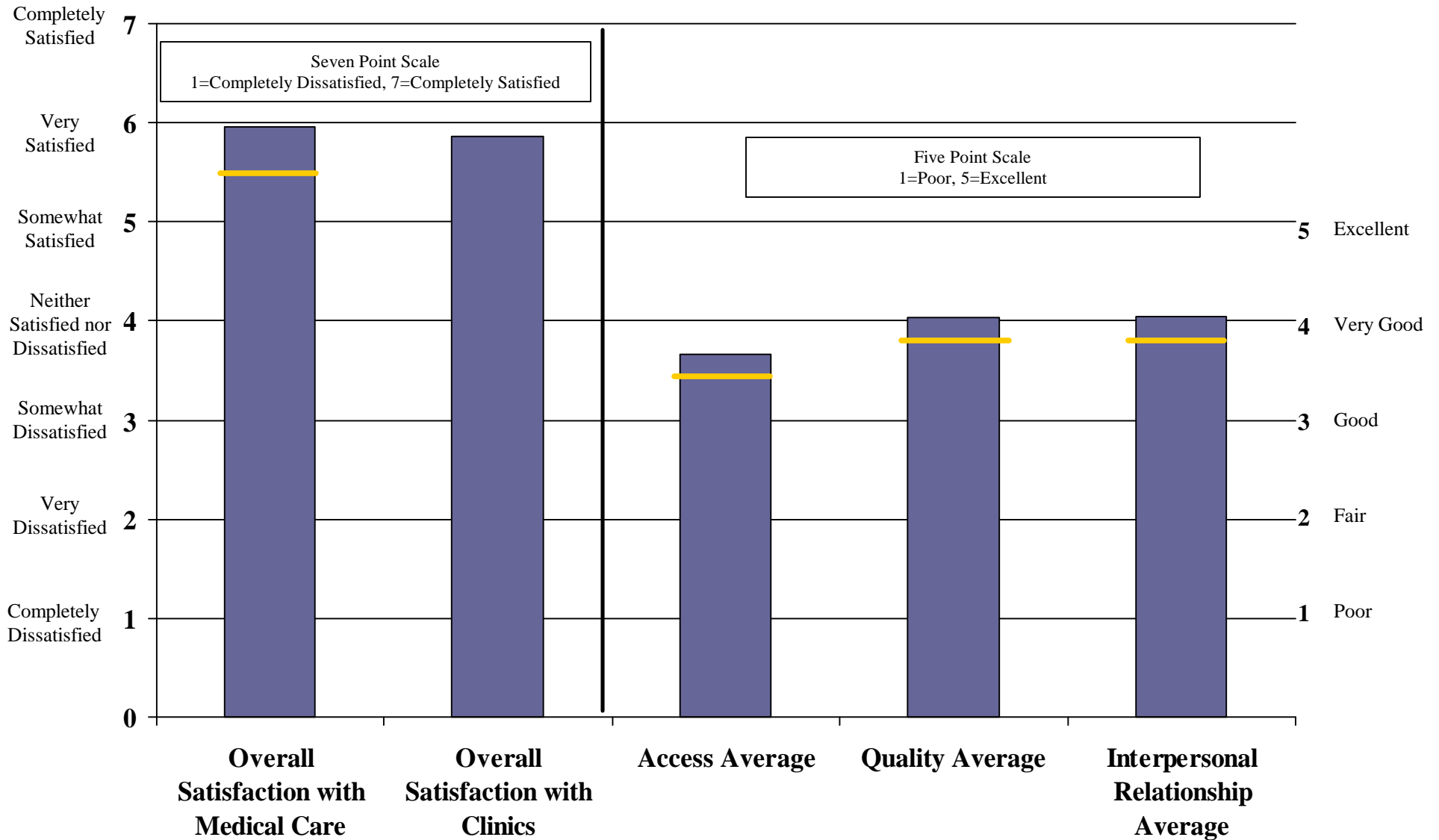


Source: Customer Satisfaction Survey, Jan-Dec 1999. Survey data for Region 15 available January 2000.

1999 National Civilian HMO Average=  
5.00 (Medical Care), 3.49 (Access), 3.77  
(Quality), 3.73 (Interpersonal Relationship).

# MHS Satisfaction Ratings

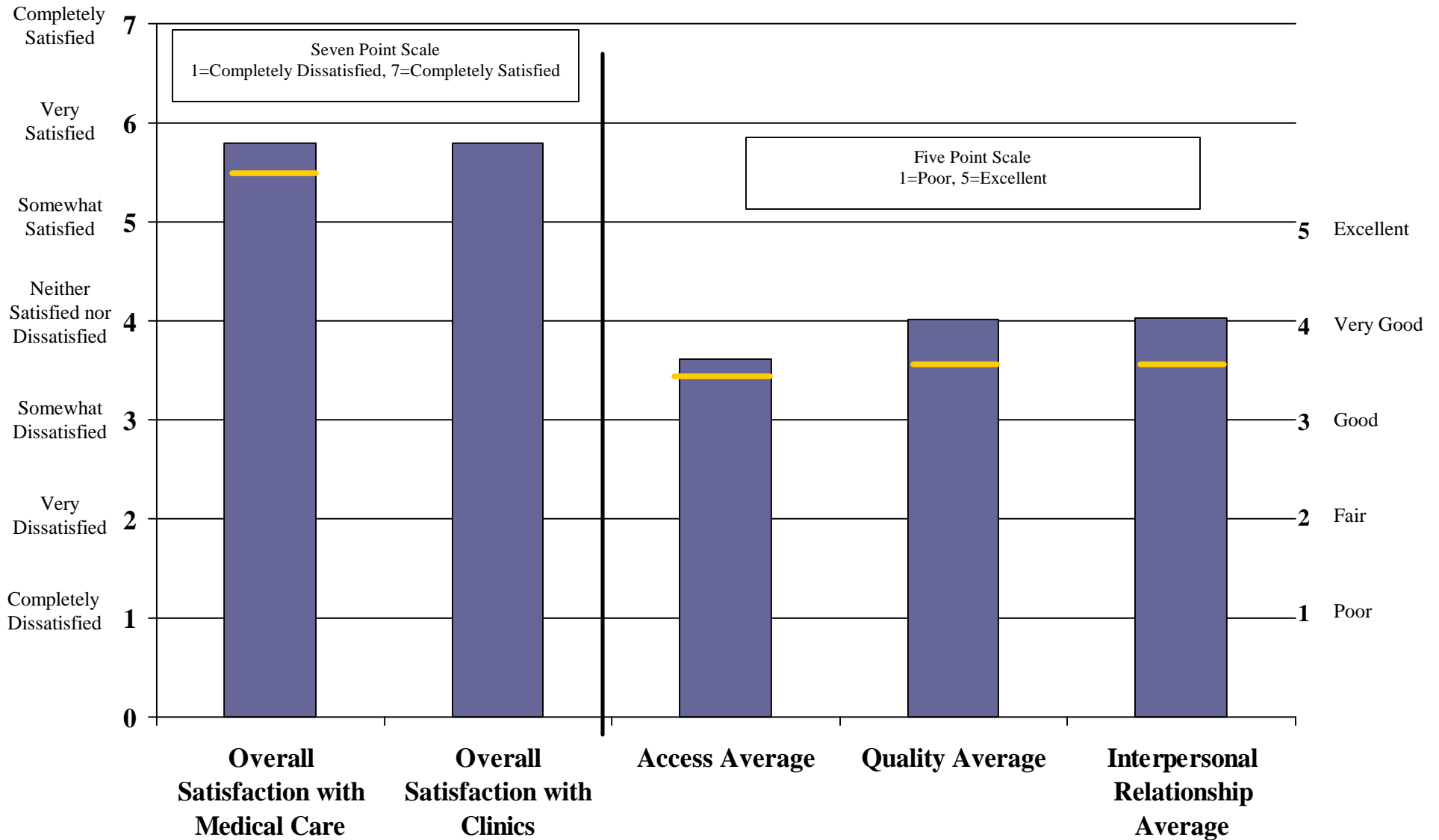
## January 1998-December 1998



Source: Customer Satisfaction Survey, Jan-Dec 1998. (Europe, July-Dec 1998).  
Survey data for Region 15 available January 2000.

# MHS Satisfaction Ratings

## April 1997-December 1997



Source: Customer Satisfaction Survey, April-Dec 1997. Survey data for Europe available July 1998; survey data for Region 15 available January 2000.

1997 National Civilian HMO Average=  
 5.55 (Medical Care), 3.42 (Access), 3.55  
 (Quality), 3.52 (Interpersonal Relationship).

## **MHS Satisfaction Ratings by Service**

The next four slides are a summary of the MHS and Services' customer satisfaction ratings from the inception of the survey in April 1997 through October 2001. Comparatively speaking, scores for the Services for the five-year period show consistently high performance and ratings above the civilian averages.

Left side of chart--For all periods, the results show that on a seven-point scale, overall satisfaction with medical care is high (near six on a seven-point scale) and that it exceeds the civilian HMO average.

The results are comparable when looking at overall Satisfaction with Clinics. There is no civilian benchmark for overall satisfaction with clinics but the MHS performance is high, near six on a seven-point scale.

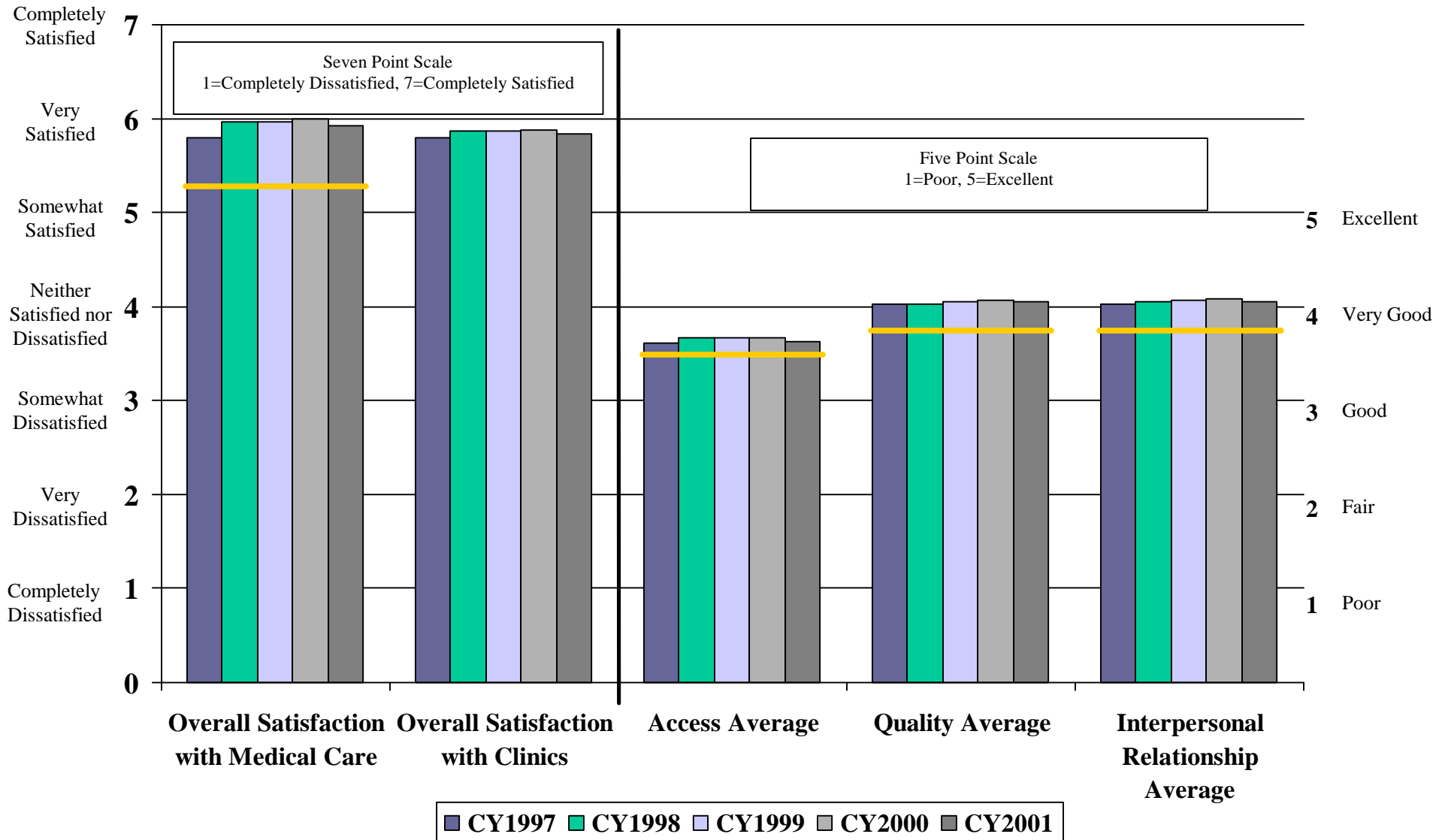
Right side of chart--For all periods, the MHS exceeds the civilian average relative to satisfaction across all three dimensions, Access, Interpersonal Relationship and Quality, with Access receiving the lowest score. However, Access scores are still above the civilian average.



# MHS Satisfaction Ratings

## MHS

### CY 1997-CY2001



Based on data availability: CY1997=Apr-Dec 1997; CY2001=Jan-Oct 2001.

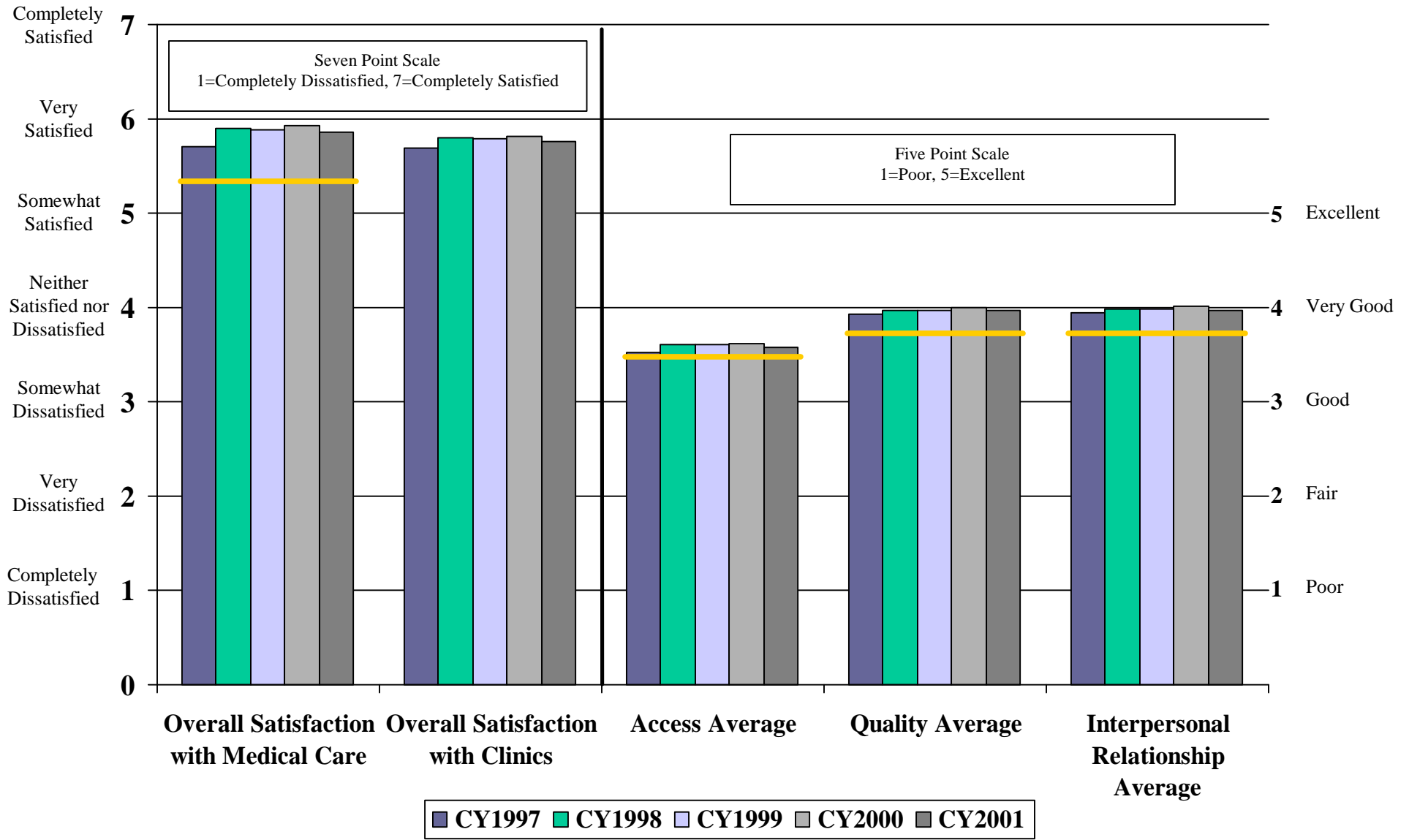
Source: Customer Satisfaction Survey, Apr 1997 - Oct 2001.

2001 National Civilian HMO Average=  
5.27 (Medical Care), 3.47 (Access), 3.74  
(Quality), 3.72 (Interpersonal Relationship).

# MHS Satisfaction Ratings

## Army

### CY 1997-CY2001



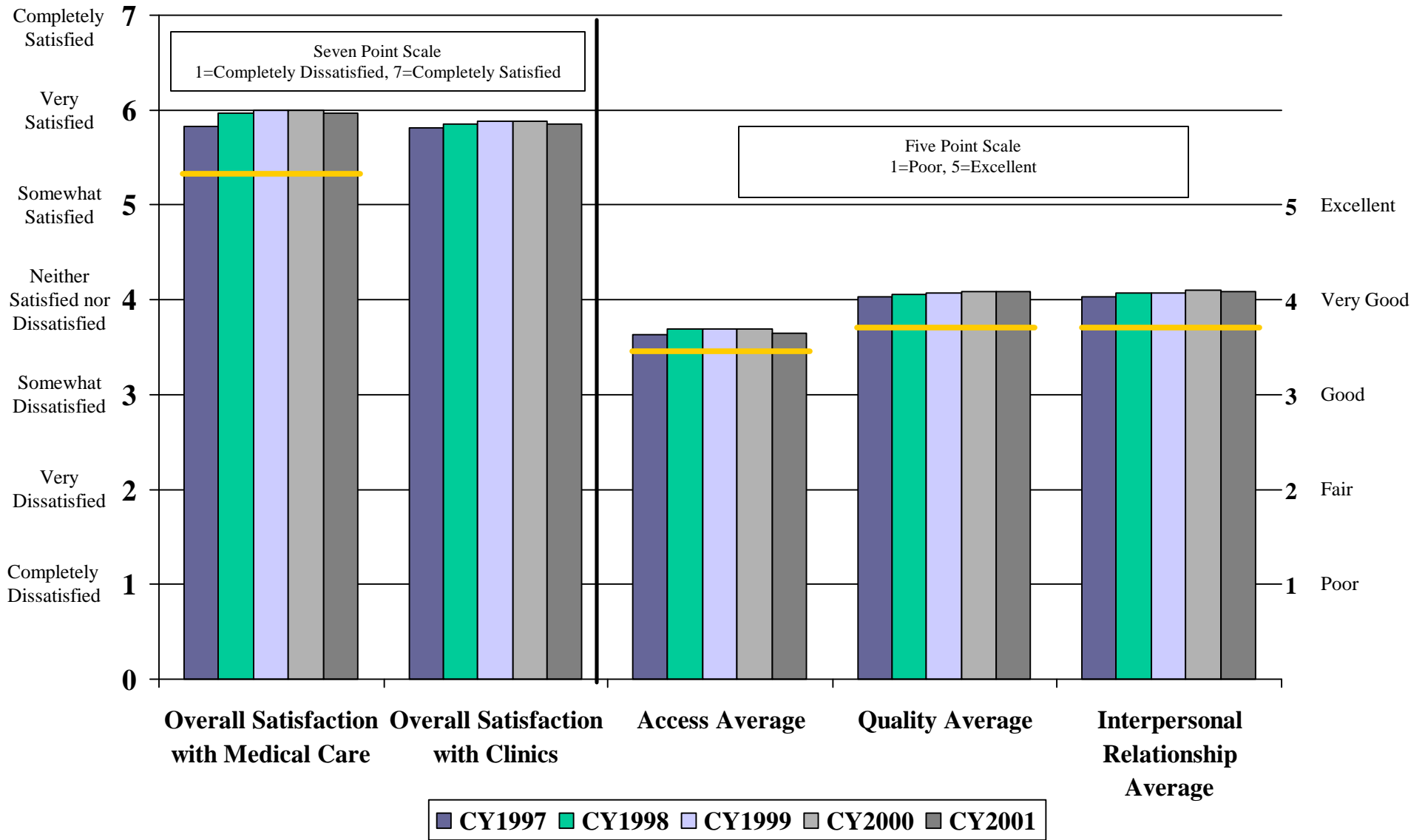
Based on data availability: CY1997=Apr-Dec 1997; CY2001=Jan-Oct 2001.

Source: Customer Satisfaction Survey, Apr 1997 - Oct 2001.

# MHS Satisfaction Ratings

## Navy

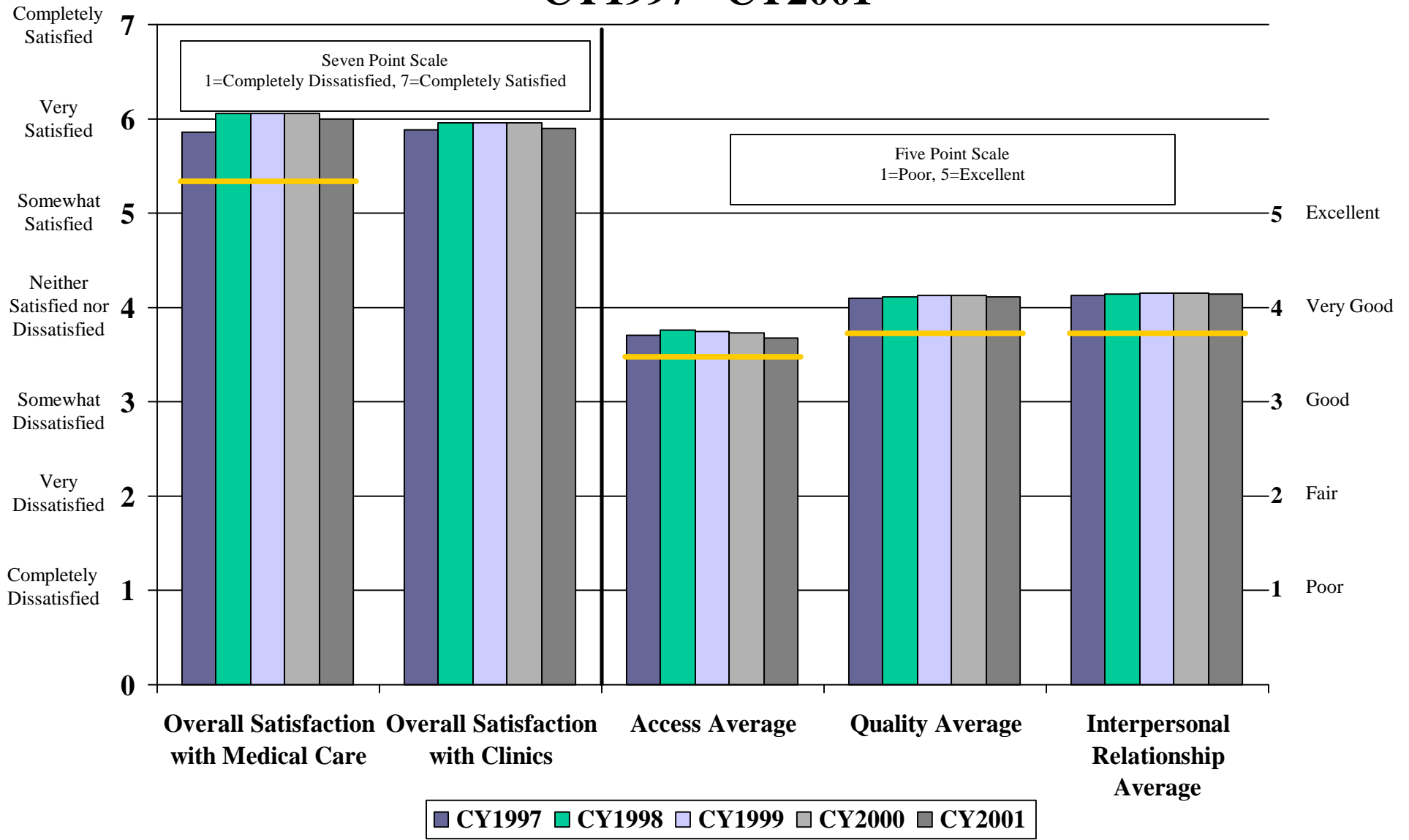
### CY 1997 - CY2001



Based on data availability: CY1997=Apr-Dec 1997; CY2001=Jan-Oct 2001.

Source: Customer Satisfaction Survey, Apr 1997 - Oct 2001.

# MHS Satisfaction Ratings Air Force CY1997 - CY2001



Based on data availability: CY1997=Apr-Dec 1997; CY2001=Jan-Oct 2001.

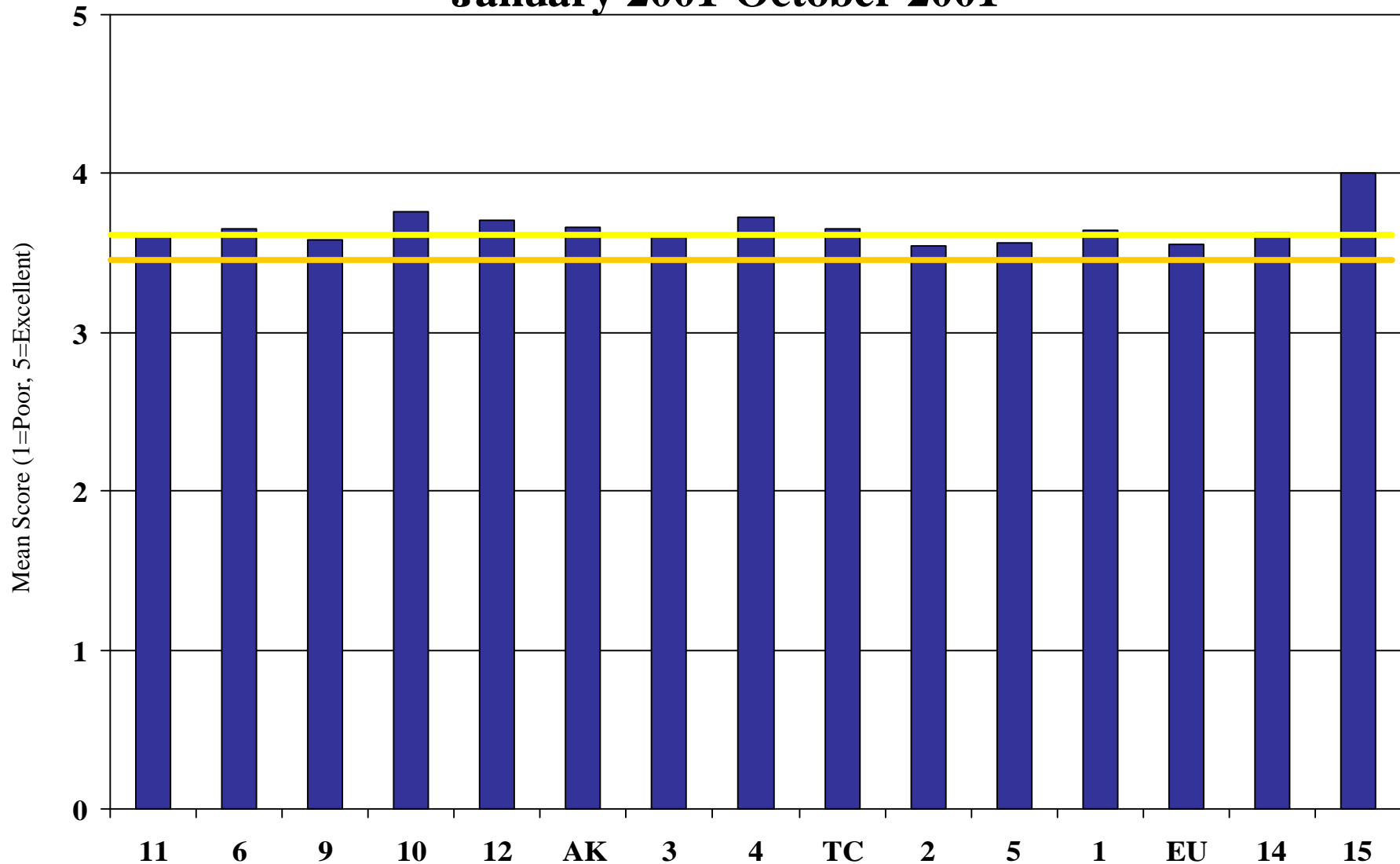
Source: Customer Satisfaction Survey, Apr 1997 - Oct 2001.

2001 National Civilian HMO Average=  
5.27 (Medical Care), 3.47 (Access), 3.74  
(Quality), 3.72 (Interpersonal Relationship).

## **Access Average**

The following slide depicts regional performance relative to satisfaction with Access, for the period January 2001 through October 2001. Overall scores for access (3.55 to 4.00) are rated lowest of the three variables (quality, access and interpersonal relations). However, all regional ratings are above the Civilian HMO average.

# Access Average All Respondents January 2001-October 2001



Source: Customer Satisfaction Survey, Jan-Oct 2001.

Note: Regions are arrayed according to contract start-up date.

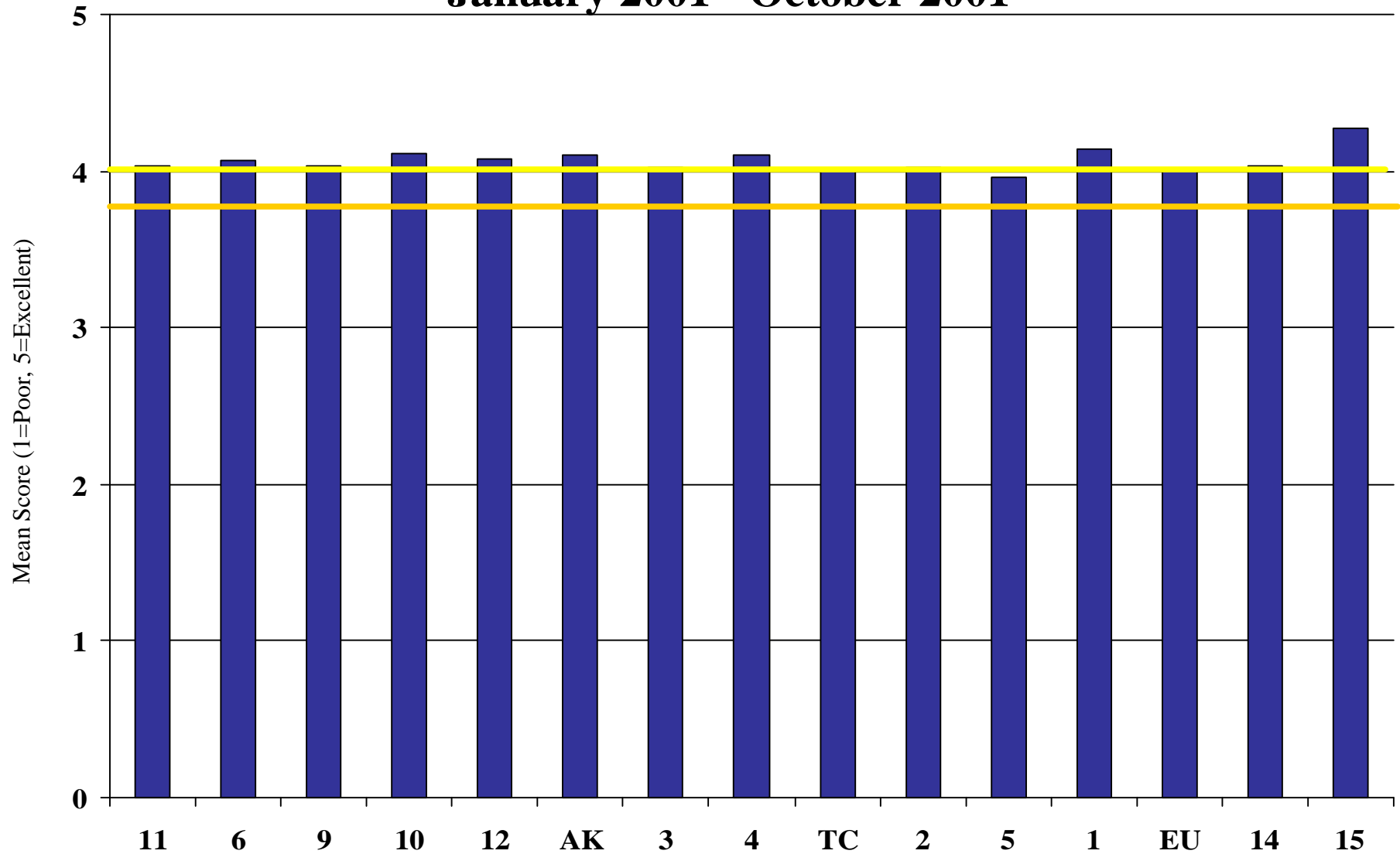
Jan-Oct 2001 MHS Average=3.63

2001 National Civilian HMO Average=3.47  
(Civilian average does not apply to OCONUS.)

## **Quality Average**

The following slide depicts regional performance relative to satisfaction with Quality, for the period January 2001 through October 2001. Overall scores for quality (3.96 to 4.28) are generally higher than the Civilian HMO averages.

# Quality Average All Respondents January 2001 - October 2001



Source: Customer Satisfaction Survey, Jan-Oct 2001.

Note: Regions are arrayed according to contract start-up date.

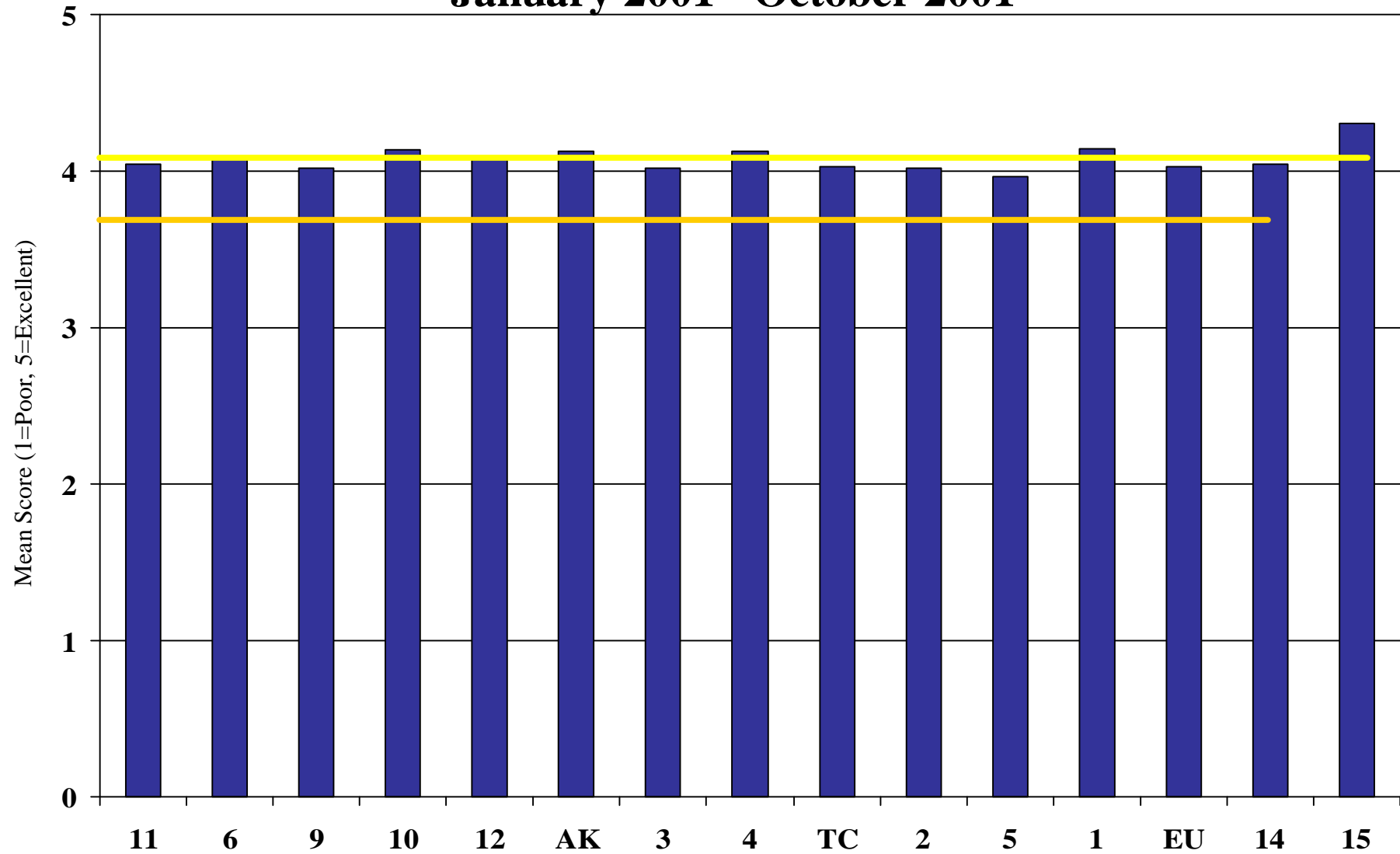
Jan-Oct 2001 MHS Average=4.01  
2001 National Civilian HMO Average=3.74  
(Civilian average does not apply to OCONUS)



## **Interpersonal Average**

The following slide depicts regional performance relative to satisfaction with Interpersonal Relationships, for the period January 2001 through October 2001. Overall scores for quality (3.96 to 4.14) are generally higher than the Civilian HMO averages.

# Interpersonal Average All Respondents January 2001 - October 2001



Source: Customer Satisfaction Survey, Jan-Oct 2001.

Note: Regions are arrayed according to contract start-up date.

Jan-Oct 2001 MHS Average=4.06  
2001 National Civilian HMO Average=3.72  
(Civilian average does not apply to OCONUS)

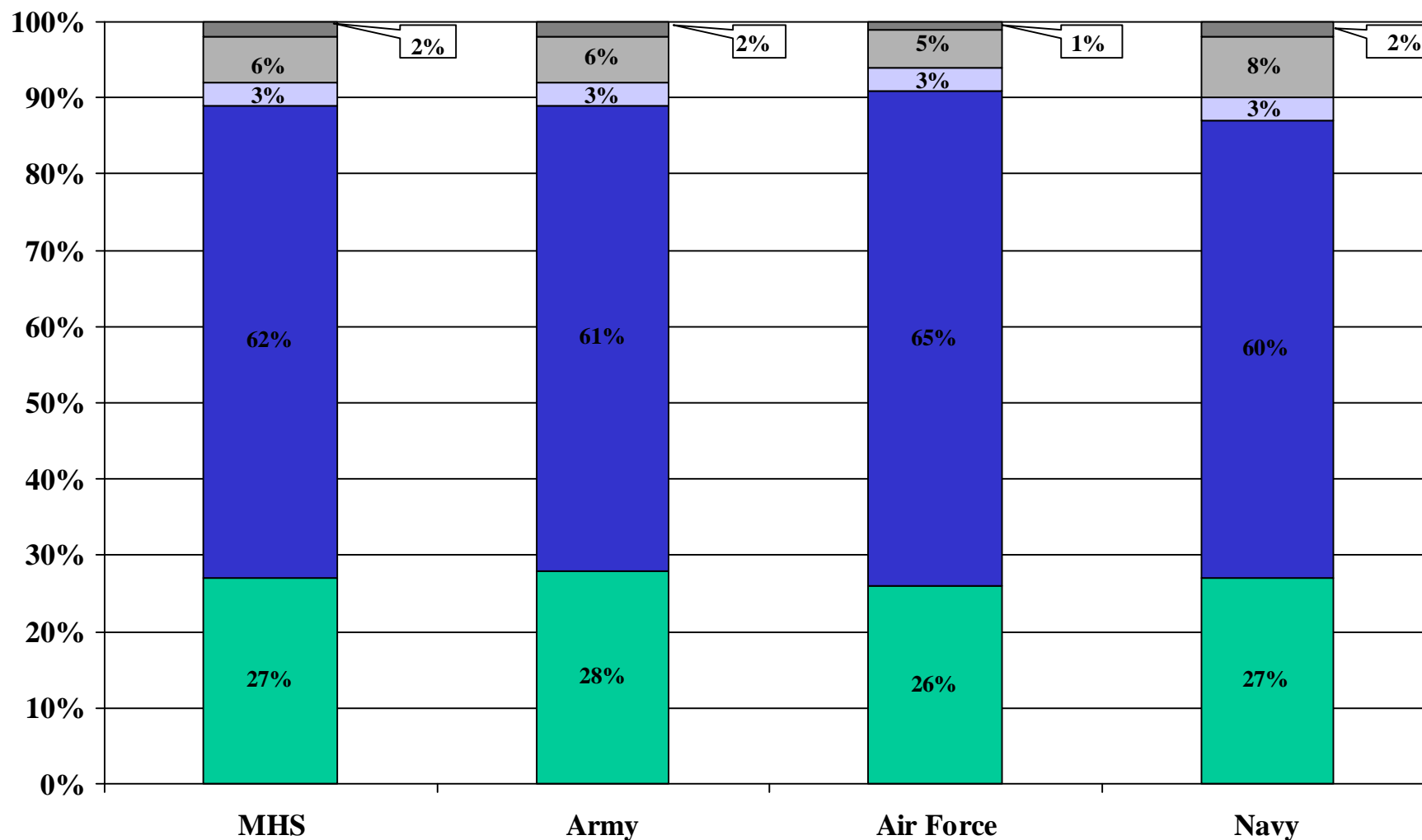
## **All Respondents--Enrollment in TRICARE**

This slide identifies an individual's propensity to enroll, re-enroll, or disenroll in TRICARE for the period January 2001 through October 2001.

For this period, for the MHS overall, 89% of all respondents indicated that they would either enroll or re-enroll in TRICARE Prime. The individual Services scores are comparable, ranging from 87% to 91%.

# All Respondents Propensity to Enroll/Disenroll from TRICARE

## January 2001-October 2001



Source: Customer Satisfaction Survey,  
Jan-Oct 2001.

■ Enroll ■ Re-Enroll ■ Disenroll ■ Not Enroll ■ N/A

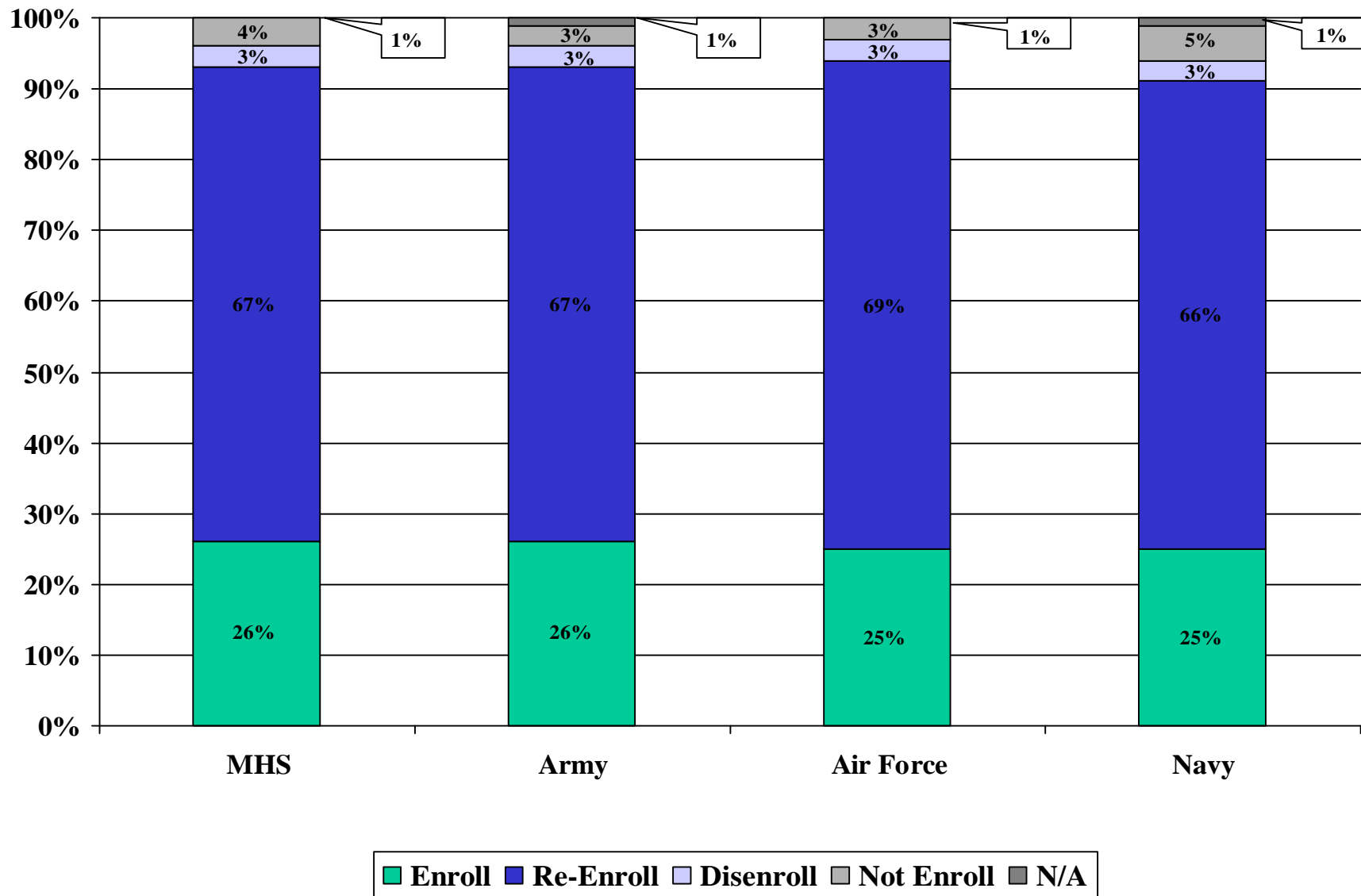
## **Prime Enrollees--Enrollment in TRICARE**

This slide identifies an individual's propensity to enroll, re-enroll or disenroll in TRICARE for the period January 2001 through October 2001.

For all periods, for the MHS overall, 93% of prime enrollees indicated that they would either enroll or re-enroll in TRICARE Prime. The individual Services scores are comparable, ranging from 91% to 94%.

# Prime Enrollees Propensity to Enroll/Disenroll from TRICARE

## January 2001 - October 2001



Source: Customer Satisfaction Survey,  
Jan-Oct 2001.